

# ASTO20

## Develop and implement property management plan



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### Overview

The Standards that are part of this Unit

1. O20.1 Evaluate options and select property management objectives and plans
2. O20.2 Implement the property management plan and identify asset management opportunities

This is an optional unit for General Practice. It is not applicable to Maintenance, Quantity Surveying, Building Surveying and Valuation.

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### Performance criteria

#### Evaluate options and select property management objectives and plans

*You must be able to:*

- P1 confirming and clarifying the client's instructions for the management of the property
- P2 gathering and verifying **information** from relevant sources to assist in the preparation of a property **management plan** which is consistent with the client's instructions.
- P3 evaluating and assessing the **information** obtained and preparing a draft property management plan for the approval of the line manager
- P4 preparing appropriate **criteria** to assess and measure the performance of the property management plan
- P5 presenting and recommending a realistic **property management plan** together with a rationale to support and justify the assumptions made for the approval of the line manager

#### Implement the property management plan and identify asset management opportunities.

*You must be able to:*

- P6 communicating the approved property market plan to all relevant parties for their information and
- P7 implementing proactively the property management plan in accordance with the **client's objectives**
- P8 reviewing the market needs for space and services and updating and maintaining accurate records of **user** requirements
- P9 identifying and evaluating asset management opportunities for allocating space and services which reflect market demand and **user** needs
- P10 preparing appropriate **criteria** upon which to advise and recommend implementing asset management initiatives which meet the **client's objectives**
- P11 assessing the implications of implementing asset management initiatives and making recommendations to the line manager where such opportunities are likely to add value and/or meet the **client's objectives**
- P12 implementing agreed asset management initiatives in accordance with instructions, allocating space and services to **users** to fulfil the client's objectives
- P13 monitoring the performance of the property management plan against the **criteria** and advising the line manager of any variations

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### Knowledge and understanding

*You need to know and understand:*

#### Evaluate options and select property management objectives and plans

- K1 how do you confirm and clarify the client's instructions for the management of the property? (application) (a)[1,2]
- K2 how do you gather and verify **information** from relevant sources? (application) (b)[1,2]
- K3 how do you to assist in the preparation of a **property management plan** which is consistent with the client's instructions? (application) (b)[2]
- K4 how and why do you evaluate and assess the **information** obtained? (evaluation) (c)[1]
- K5 how and why do you prepare appropriate **criteria** to assess and measure the performance of the **property management plan**? (synthesis) (d)[2,3]
- K6 how do you present the **property management plan** together with a rationale to support and justify the assumptions made for the approval of the line manager? (application) (e) [1,2,3]

#### Implement the property management plan and identify asset management opportunities.

*You need to know and understand:*

- K7 how do you communicate the approved property management plan to the all relevant parties for their information and indicate any special considerations and/or limitations? (application) (a) [1]
- K8 how do you implement proactively the property management plan in accordance with the **client's objectives**? (application)(b) [1]
- K9 how and why do you review the market needs for space and services? (synthesis) (c) [1]
- K10 how do you update and maintain records of **user** requirements needs? (application) (c) [1]
- K11 how do you identify asset management opportunities for allocating space and services? (application) (d) [2]
- K12 how and why do you evaluate asset management opportunities for allocating space and services which reflect market demand and user needs? (evaluation) (d) [1]
- K13 how and why do you prepare appropriate **criteria** upon which to advise and recommend implementing asset management initiatives which meet the **client's objectives**? (synthesis) (e) [1,2]
- K14 how do you assess the implications of implementing asset management initiatives? (application) (f) [all]
- K15 how and why do you make recommendations to the line manager? (synthesis) (f) [1]
- K16 how do you implement agreed asset management initiatives in accordance with instructions, allocating space and services to users to

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- fulfil the client's objectives? (application) (g) [2,3]
- K17 how and why do you monitor the performance of the property management plan against the criteria? (analysis) (h) [2]

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### Additional Information

#### Scope/range related to performance criteria

#### Evaluate options and select property management objectives and plans

1. **Information:**
  - 1.1. client's instructions
  - 1.2. drawings, plans and surveys
  - 1.3. legal documents
  - 1.4. user requirements
  - 1.5. other records
  
2. **Property management plans:**
  - 2.1. operational
  - 2.2. transactions
  - 2.3. maintenance
  - 2.4. redevelopment and/or refurbishment
  - 2.5. quality service standards
  
3. **Criteria:**
  - 3.1. financial
  - 3.2. specific asset initiatives
  - 3.3. occupancy rates
  - 3.4. redevelopment
  - 3.5. compliance

#### Implement the property management plan and identify asset management opportunities.

4. **Client's objectives:**
  - 4.1. asset enhancement
  - 4.2. financial considerations
  - 4.3. occupational requirements
  - 4.4. environmental issues
  - 4.5. legislative
  - 4.6. health and safety
  - 4.7. timing
  
5. **Criteria:**
  - 5.1. financial considerations
  - 5.2. specific asset initiatives
  - 5.3. occupancy levels
  - 5.4. redevelopment refurbishment
  - 5.5. compliance issues

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6. **Users:**
  - 6.1. owner
  - 6.2. occupier
  - 6.3. tenant
  - 6.4. third parties

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**Developed by** Asset Skills

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**Version number** 1

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**Validity** Current

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**Status** Original

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**Originating organisation** Asset Skills

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**Original URN** O20

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**Relevant occupations** Professional Occupations; Construction, planning and the built env; Building and construction; Architects, Town Planners and Surveyors

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**Suite** Surveying, Property Maintenance and Valuation

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**Key words** surveying, property maintenance, Valuation, measured surveys, procurement, property disposals, property acquisitions, work schedules, property management, property condition, tenders, bills of quantity